



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

Patent Application

Inventor **J.A. Ford**  
Case **Ford 1**  
Serial No. **09/420,912** Group Art Unit: **3623**  
Filing Date **October 20, 1999**  
Examiner **Rebecca M. Bachner**  
Title **Arrangement for Resource and Work-Item Selection**

DIRECTOR FOR PATENTS  
WASHINGTON, D. C. 20231

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SIR:

TRANSMITTAL LETTER

Enclosed is a Submission and a Request for Continued Examination (RCE) in the above-identified case.

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By David Volejnicek  
David Volejnicek  
Corporate Counsel  
Reg. No. 29355  
303-538-4154

Date: 4 April 2003

Avaya Inc.  
Docket Administrator  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Director for Patents and Trademarks, Washington, D.C. 20231

On 4 April 2003  
Date of Deposit

Tina R. Wilson  
(Type name of person mailing paper)

[Signature]  
(Signature of person mailing paper)

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DIRECTOR FOR PATENTS  
WASHINGTON, DC 20231

SIR:

SUBMISSION

Please consider these remarks, along with the Response to Final Office Action that was filed as paper no. 9 in the case on 28 January 2003, as the submission for the accompanying Request for Continued Examination in the above-identified case.

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